



BORDERLESS PAYMENTS

Families depend on fast, secure, and certain ways to send and receive money abroad

INCREASING FREQUENCY

People are sending and receiving money across borders more often than they were a year ago

Sending more international payments

2021

44%

2020

38%



Receiving more international payments

2021

43%

2020

36%

VITAL RESOURCES

Two thirds (63%) of people send cross-border payments to financially support family, friends, and children abroad



49%

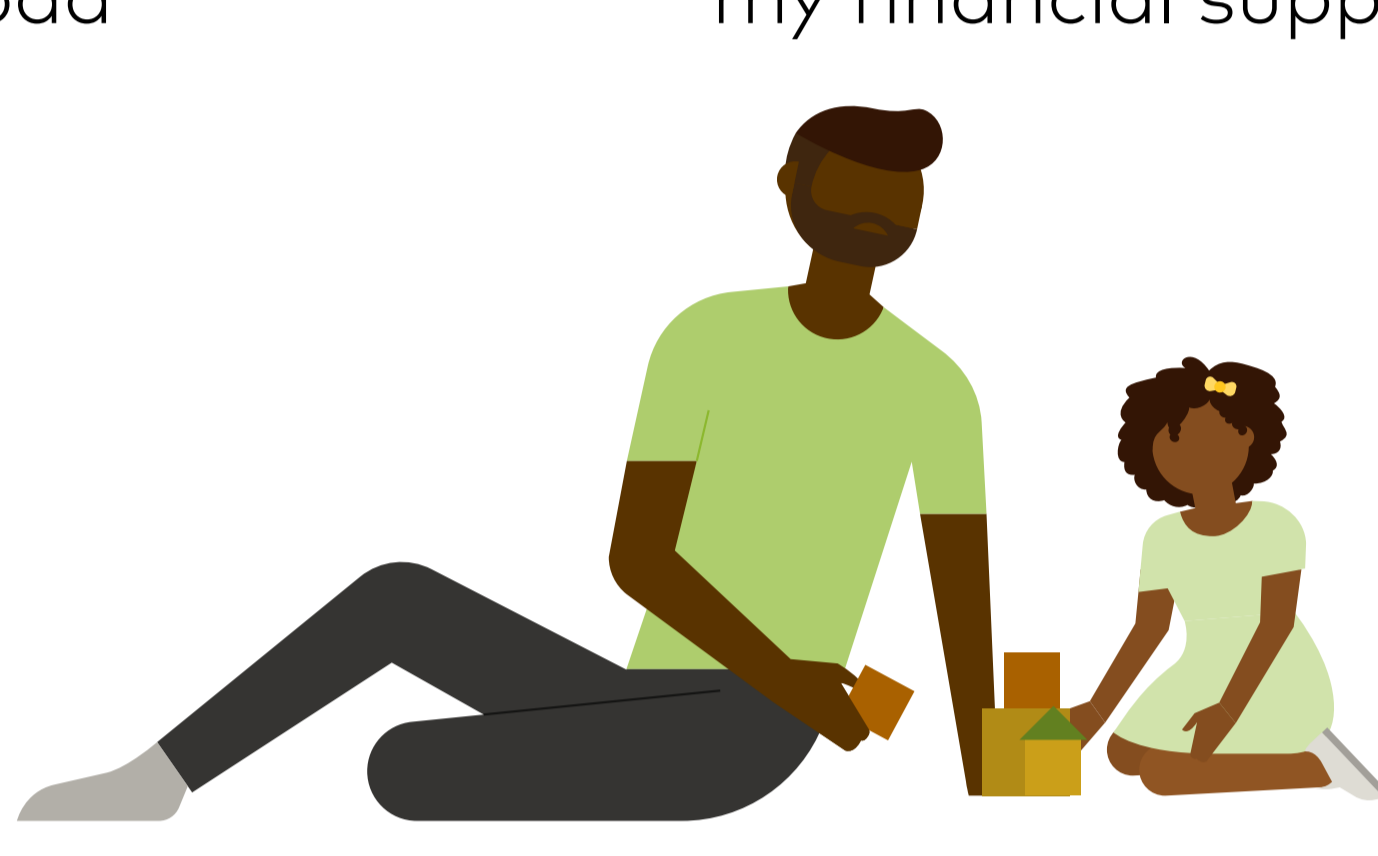
say 'I have sent more money internationally because I have been concerned about my family abroad'

45%

say 'My family abroad are still struggling from the coronavirus pandemic and need my financial support'

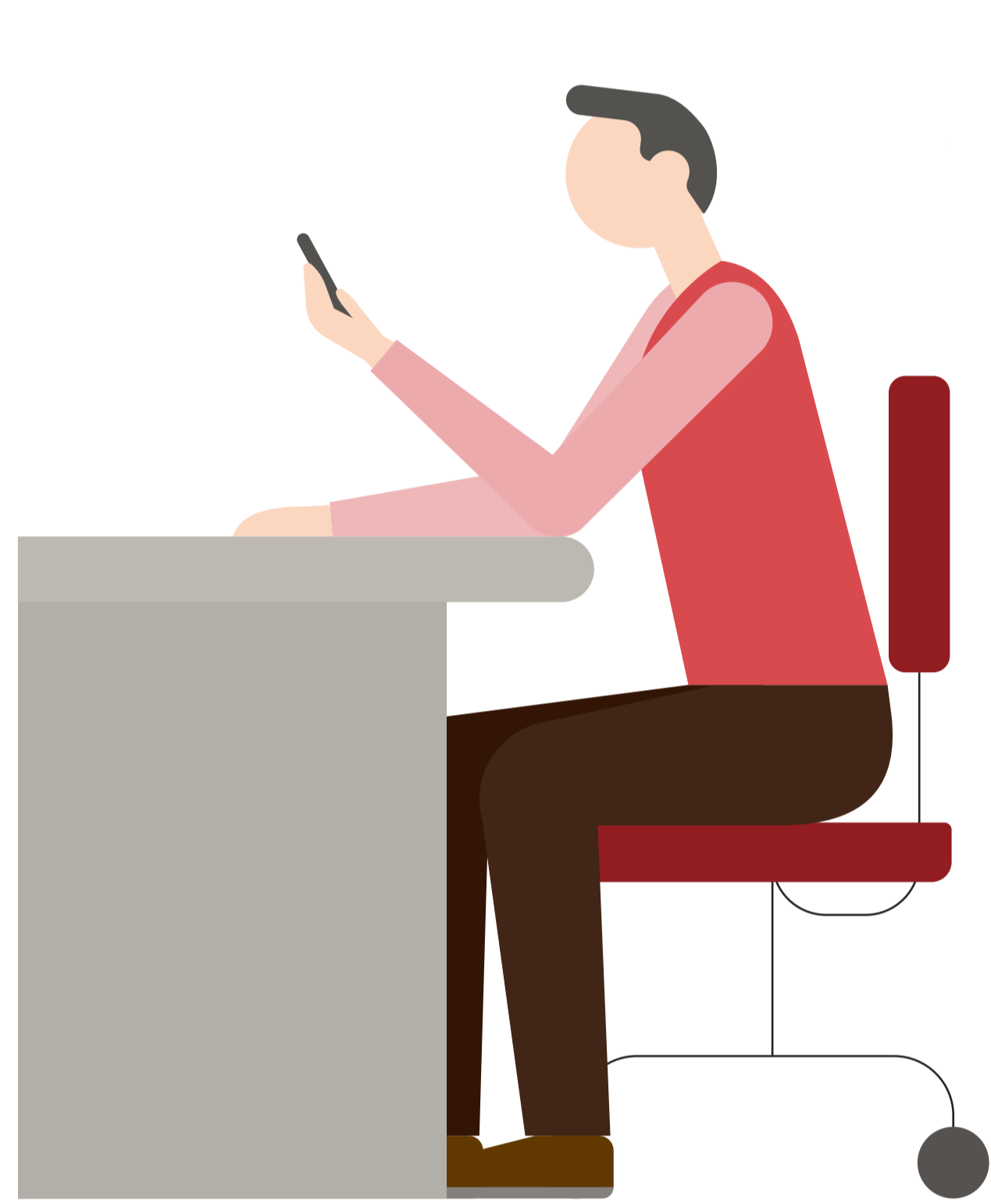
40%

say 'If I couldn't have sent money back to my family during this time, they wouldn't have been able to survive financially'



PREFERRED SOLUTIONS

Digital payment solutions are preferred, but significant use of over-the-counter services and cash is testament to people's desire for choice



90%

of online senders agree they feel confident using online solutions to send payments



73%

use app-based solutions



46%

use website-based solutions



30%

use in-person solutions

GROWING DEMANDS

Transaction speed, security, and certainty remain top-of-mind for senders and receivers of cross-border payments



41%

choose an online solution that keeps their information secure



39%

choose an online solution that delivers funds in 24 hours or less



33%

choose an online solution that provides confirmation when funds are received

THE FUTURE OF BORDERLESS PAYMENTS

Cross-border payment providers should focus on six areas for improvement to meet people's needs for sending and receiving money around the world



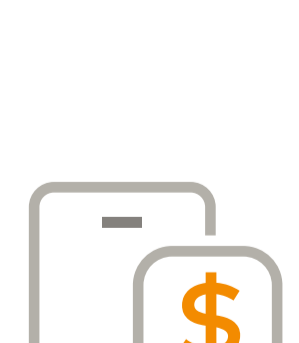
Tighten security and educate users



Continue to improve pricing



Grow network reach



Broaden payout options and channels



Enhance transparency



Speed up digital payments

Through a single, secure point of access, **Mastercard Cross-Border Services** allow consumers and businesses to send and receive money securely and with certainty.



For more information, visit [mastercard.com/news/borderlesspayments](https://www.mastercard.com/news/borderlesspayments)

Source: Mastercard 2022. Research with 7586 consumers and 3074 SMEs, from Dec. 2, 2021 through Jan. 7, 2022.

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